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› TUREWELL Q Plus Android TV Box User Manual

TUREWELL Q Plus

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1. INTRODUCTION

The TUREWELL Q Plus Android TV Box is a smart media player designed to transform your television into a smart entertainment hub. Running on Android 10.0, it offers access to various applications, streaming services, and media playback capabilities, supporting up to 6K resolution. This manual provides essential information for setting up, operating, and maintaining your device.

2. SAFETY INFORMATION

- Read all instructions carefully before using the device.
- Keep the device away from water, moisture, and high temperatures.
- Do not attempt to disassemble, modify, or repair the device yourself. This will void the warranty.
- Use only the power adapter provided with the device. Using unauthorized adapters may cause damage or fire.
- Ensure proper ventilation around the device to prevent overheating.
- Keep the device and accessories out of reach of children.

3. PACKAGE CONTENTS

Please check the package contents upon opening to ensure all items are present:

- 1 x TUREWELL Q Plus Android Smart TV Box
- 1 x Power Adapter
- 1 x HDMI Cable
- 1 x Remote Control (batteries not included)
- 1 x User Manual



This image displays all items included in the TUREWELL Q Plus Android TV Box package, ensuring users can verify they have received all necessary components.

4. DEVICE OVERVIEW

Familiarize yourself with the ports and interfaces of your TUREWELL Q Plus Android TV Box.

Excellent Built-in Configurations



This image highlights the various connectivity options available on the TUREWELL Q Plus TV Box, including multiple USB ports, HDMI, Ethernet, and an SD card slot for expanded storage.

Port Descriptions:

- **SD Card Slot:** For inserting SD/SDHC/MMC memory cards to expand storage.
- **USB 2.0 Ports (x2):** For connecting USB devices such as external hard drives, USB flash drives, keyboards, or mice.
- **HDMI Port:** Connects to your TV or display for video and audio output.
- **Ethernet Port:** For a wired network connection.
- **AV Port:** For connecting to older TVs using an AV cable (composite video and stereo audio).
- **SPDIF Port:** For digital audio output to a home theater system or soundbar.
- **DC 5V Power Input:** Connects the provided power adapter.

5. SETUP GUIDE

Follow these steps to set up your TUREWELL Q Plus Android TV Box:

1. **Connect to TV:** Connect one end of the HDMI cable to the HDMI port on the TV Box and the other end to an available HDMI input on your television. If using an older TV, connect via the AV port.
2. **Connect Power:** Plug the DC 5V power adapter into the power input port on the TV Box, then plug the adapter into a wall outlet. The device should power on automatically or you may need to press the power button on the remote.

3. **Select Input:** Turn on your TV and select the correct HDMI or AV input source using your TV remote.
4. **Network Connection:**
 - **Wired (Ethernet):** Connect an Ethernet cable from your router to the Ethernet port on the TV Box.
 - **Wireless (Wi-Fi):** On the initial setup screen or in the settings menu, navigate to Network settings, select Wi-Fi, choose your network, and enter the password.
5. **Initial Setup:** Follow the on-screen prompts to complete the initial setup, including language selection and Google account login.

Support all kinds of new and old TV

Whether it's new TV or smart TV, it can bring color to families.



Installation takes only 3 steps.



The first step

Connect the TV with HD-MI and open the box.



Second steps

Set up wireless network or insert cable to connect wired network.



Third steps

Open any TV or movie you want to see.

Setting up the TUREWELL Q Plus TV Box is a simple three-step process: connect to your TV via HDMI, establish a network connection (Wi-Fi or Ethernet), and then open your desired media application.

6. OPERATING INSTRUCTIONS

6.1. Basic Navigation

Use the provided remote control to navigate the Android interface. The directional buttons allow you to move between icons, and the 'OK' button selects items. The 'Back' button returns to the previous screen, and the 'Home' button takes you to the main launcher.

Android 10.0 TV Box



Android 10.0

Android 9.0

Android 8.1



The TUREWELL Q Plus Android TV Box runs on Android 10.0, providing access to a wide range of applications through the Google Play Store.

6.2. Accessing Applications

From the home screen, you can access pre-installed applications or download new ones from the Google Play Store. Navigate to the 'Apps' section or the Google Play Store icon to browse and install applications.

6.3. Media Playback

The TV Box supports various media formats and resolutions, including 6K Ultra HD and 3D content.

- **Local Media:** Connect a USB drive or SD card to play videos, music, and photos directly. Use a file manager app to browse your media.
- **Streaming Services:** Install your preferred streaming apps (e.g., YouTube) from the Google Play Store and log in to access content.

HDMI 2.0 up to 6K@30fps

HDMI 2.0 up to 6K Output with HDR, CEC and HDCP 2,2



Ultra HD



Graphics



HEVC

HDMI2.0

This image illustrates the TUREWELL Q Plus TV Box's capability to support 6K Ultra HD resolution, 3D graphics, and H.265 video decoding for high-quality media playback.



Supporting 3D outputs, Enjoy your 3D movies at your private home theater.

The TUREWELL Q Plus TV Box supports 3D video output, allowing users to enjoy 3D movies and content on compatible displays.

6.4. Screen Mirroring (DLNA/AirPlay/Miracast)

The device supports screen mirroring technologies, allowing you to cast content from your mobile devices to your TV.

- Ensure your mobile device and the TV Box are connected to the same Wi-Fi network.
- Open the screen mirroring feature on your mobile device (e.g., Smart View, Screen Cast, AirPlay).
- Select the TV Box from the list of available devices.

Q+ Smart Box



AirPlay

Enjoy it on the big screen
and the best speaker



Miracast

Your video/ music/photo from your Android devices /ios devices through
DLNA /Airplay/onto big screen.
Enjoy the best gaming& entertainment experience



The TV Box supports AirPlay and Miracast, allowing users to wirelessly cast videos, music, and photos from their Android or iOS devices to the connected television.

7. MAINTENANCE

7.1. Cleaning the Device

Wipe the device with a soft, dry cloth. Do not use liquid cleaners or abrasive materials, as they may damage the surface.

7.2. Software Updates

Periodically check for software updates in the device settings to ensure optimal performance and access to the latest features. Updates can improve stability and security.

7.3. Factory Reset

If you experience persistent issues or wish to clear all personal data, you can perform a factory reset. Go to **Settings > System > Reset options > Erase all data (factory reset)**. Be aware that this will delete all installed apps and user data.

8. TROUBLESHOOTING

If you encounter problems with your TV Box, refer to the following common issues and solutions:

Problem	Possible Solution
No power	Ensure the power adapter is securely connected to the device and a working power outlet. Check if the power indicator light is on.
No display on TV	Verify the HDMI cable is properly connected to both the TV Box and the TV. Ensure your TV is set to the correct HDMI input source. Try a different HDMI cable or port.
Cannot connect to Wi-Fi	Check if your Wi-Fi router is working correctly. Ensure you have entered the correct Wi-Fi password. Try restarting both the TV Box and your router.
Remote control not working	Check and replace the batteries in the remote control. Ensure there are no obstructions between the remote and the TV Box.
Applications crash or freeze	Close and restart the application. Clear the app's cache (Settings > Apps > [App Name] > Clear cache). If the problem persists, try uninstalling and reinstalling the app. Ensure the device has enough free storage.

9. SPECIFICATIONS

Detailed technical specifications for the TUREWELL Q Plus Android TV Box:

Feature	Specification
Operating System	Android 10.0
CPU	H616 Quad-core Cortex-A53
GPU	Mali-G31MP2
RAM	2GB DDR3
ROM	16GB Flash
Video Decoding	VP9-10 Profile-2 up to 6K@30fps, H.265 HEVC MP-10@L5.1 up to 6K@30fps, H.264 AVC HP@L5.1 up to 4Kx2K@30fps
Resolution Support	6K, 4K, 3D
Wi-Fi	2.4GHz
Ethernet	10/100M Standard RJ-45
USB Host	2 x USB 2.0

Feature	Specification
Card Reader	SD/SDHC/MMC cards
Power Supply	DC 5V/2A
Dimensions (L x W x H)	21.5 x 14 x 5.5 cm
Weight	189 Grams

10. WARRANTY AND SUPPORT

TUREWELL provides a **1-year warranty** for the Q Plus Android TV Box, covering manufacturing defects and malfunctions under normal use. Additionally, lifetime technical support is available to assist you with any questions or concerns you may have regarding the product.

For technical assistance or warranty claims, please contact TUREWELL customer support through the retailer where you purchased the product or refer to the contact information provided in your product packaging.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

Open the live page

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